

Mayor's Performance Report

Inspectional Services Department

Quarter 3, Fiscal Year 2010

January 1, 2010 – March 31, 2010



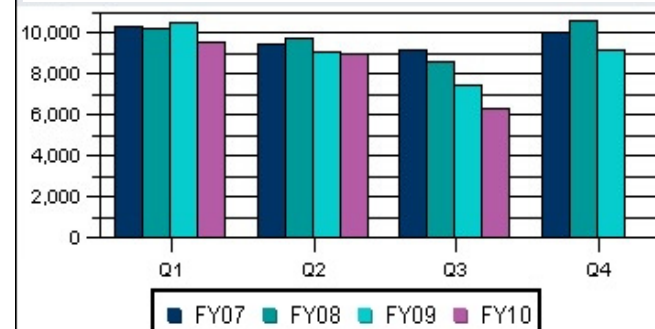
Thomas M. Menino, Mayor

Performance Data

Key Performance Indicators

	FY07	FY08	FY09	FY10		
	Jun	Jun	Jun	Mar	Mar	Status
	YTD Result	YTD Result	YTD Result	YTD Result	YTD Target	
Building, Electrical, & Mechanical permits issued	38,937	39,177	36,345	24,885	26,250	
Code enforcement complaints received	9,096	9,471	9,620	6,151	6,750	
Code enforcement complaints responded to within 48 hours	9,096	9,471	9,620	6,151	6,750	
Pct. of code enforcement complaints responded to within 48 hours	100	100	100	100	100	
Code enforcement violations issued	46,756	44,446	12,783	36,858	31,500	
Housing no heat complaints	961	955	1,262	817	750	
Pct. of no heat complaints responded to within 24 hours	100	100	100	100	100	
Rental inspections	2,099	1,631	1,884	1,269	1,200	
Rental inspection certificates issued	1,631	1,012	1,745	1,439	900	
Total number of vacant lots reported	123	189	157	134	105	
Vacant lots cleaned by ISD	--	46	37	49	35	
Vacant lots cleaned by owner	--	32	23	22	17	

Building, Electrical, & Mechanical Permits Issued



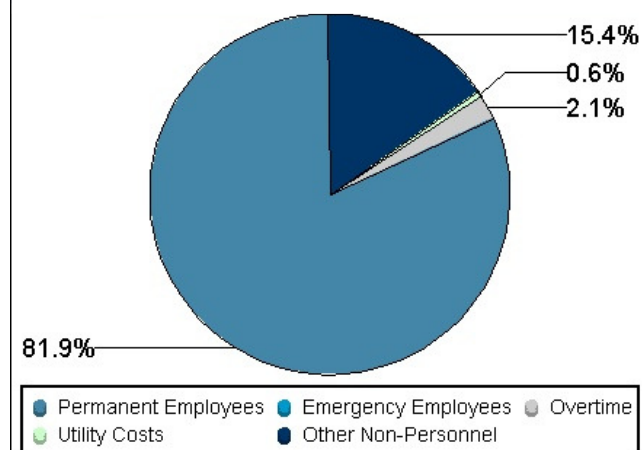
Administrative Performance Data

	FY07	FY08	FY09	FY10
	Jun	Jun	Jun	Mar
	YTD Result	YTD Result	YTD Result	YTD Result
A.1 ISD FTE	230	230	223	225
A.2 ISD-% of Workforce-people of color	33	32	32	30.6
A.3 ISD-% of Workforce-women	34	36	36	35.8
A.4 ISD-% of total person hours absent	4.64	4.17	4.13	4.43
A.5 ISD-Hours absent per employee	76.98	72.53	71.77	57.18

Budget Data

	FY07	FY08	FY09	FY10	Change FY09 - FY10	Pct Change FY09 - FY10
	Actual Expense	Actual Expense	Appropriation	Appropriation	Change FY09 - FY10	Pct Change FY09 - FY10
Total Permanent Employees	11,661,018	12,189,891	12,895,264	12,839,386	-55,879	-0.43%
Total Emergency Employees	32,471	6,898	0	0	0	0.00%
Total Overtime	411,560	373,709	371,000	330,200	-40,800	-11.00%
Utilities	97,348	94,042	84,936	91,227	6,292	7.41%
Other Non-Personnel	2,363,805	2,612,119	2,603,700	2,422,312	-181,388	-6.97%
Total Expense	14,566,202	15,276,659	15,954,900	15,683,124	-271,776	-1.70%

Summary of Annual Budget: FY10



Mayor's Performance Report

Inspectional Services Department

Quarter 3, Fiscal Year 2010

January 1, 2010 – March 31, 2010



Thomas M. Menino, Mayor

Performance Highlights

- This quarter shows a decrease in the number of building, electrical, and mechanical permits issued. Although the number of permits issued in FY10 are low compared against previous years, they show an upward trend from January to March. The recession may account for this decline, especially in permits for new construction projects and major repairs.
- The increase in the number of “no-heat calls” is largely attributed to the weather. While ISD did not meet its year-to-date target for this measure, receiving more calls than anticipated, it is worth noting that the Department responded to all of these calls within 24 hours.
- Likewise, ISD demonstrated a high level of responsiveness this quarter as all of the code enforcement complaints that were received were responded to within 48 hours.
- One area where ISD plans to focus more attention is addressing vacant lots. The number of vacant lots reported to ISD rose this quarter, which may reflect greater awareness of ISD's role in the community. More owners of vacant lots are also beginning to take responsibility of cleaning. However, the data indicate that ISD still cleans the majority of vacant lots. Reporting and cleaning vacant lots help alleviate potential public health threats to Boston residents.

Measure Notes

- The number of code enforcement complaints received is determined by a wide number of factors, including weather events and economic conditions leading to property abandonment. In addition to identifying how the number of complaints change year-to-year, ISD focuses on ensuring timely follow up to constituent concerns, performance tracked by the measure "Code Enforcement Complaints responded to within 48 Hours".
- Code enforcement violations issued: New technology improvements implemented during FY09 allowed the department to change from tracking the number of code enforcement tickets issued to the number of code enforcement violations issued. Individual code enforcement tickets can include multiple violations for a specific property or address. By tracking violations data, the department can gather more actionable information. FY09 data on violations is unavailable for the full year; however, FY07 and FY08 reported data are comparable to the FY10 methodology.
- Vacant Lots Cleaned by ISD and Vacant Lots Cleaned by Owner: Beginning in FY09, ISD has made an effort to identify and contact the owners of vacant lots, in order to have the owners clean them. Thus, lower numbers for the measure Vacant Lots Cleaned by ISD indicate better performance, whereas higher numbers for the measure Vacant Lots Cleaned by Owners indicate better performance.

Mayor's Performance Report

Inspectional Services Department

Quarter 3, Fiscal Year 2010
January 1, 2010 – March 31, 2010



Thomas M. Menino, Mayor

Measure Definitions

Building, Electrical and Mechanical Permits Issued: This measure represents the number of building, electrical, and mechanical permits issued in a given month.

Code enforcement complaints received: This measure represents the number of complaints placed through the Mayor's Office, the ISD switchboard, or the code enforcement division.

Code enforcement complaints responded to within 48 hours: This measure represents the number of code enforcement complaints that inspectors address by writing a ticket or finding no cause to do so within 48 hours.

Pct. of code enforcement complaints responded to within 48 hours: This measure represents the percentage of code enforcement complaints that the department addresses within forty-eight hours.

Code Enforcement Violations Issued: This measure represents the number of code enforcement violations issued. Individual code enforcement tickets can include multiple violations for a specific property or address.

Housing "no heat" complaints: This measure represents the number of "no-heat" calls made to the Mayor's hotline and the ISD switchboard and walk-ins about "no heat." "No heat" season runs from September 15th through June 15th.

Pct of housing "no heat" complaints responded to within 24 hours: This measure represents the percentage of "no heat" complaints to which ISD responds within twenty-four hours.

Rental Inspections: This measure represents the number of inspections of rental units done per the rental re-inspection Ordinance.

Rental Inspection Certificates Issued: This measure represents the number of certificates issued after a unit passes its rental inspection. Should violations be noted on the initial inspection, a follow-up inspection will be scheduled and all violations need to be corrected before the Rental Inspection Certificate is issued.

Total Number of Vacant Lots Reported: This measure represents the number of vacant lots reported to ISD by constituents.

Vacant Lots Cleaned by ISD: This measure represents the number of vacant lots reported to ISD that are cleaned by the department. The vacant lot inventory, whenever possible, is cooperatively cleaned by available staff from ISD, DND and Basic City Services.

Vacant Lots Cleaned by Owner: This measure represents the number of vacant lots reported to ISD that are cleaned by the owner. In FY09, ISD has made an effort to identify and contact the owners of vacant lots to have the owners clean them.

FTE: This measure represents the number of full time equivalents in the department.

% of Workforce-people of color: This measure represents the percentage of people in the department which are not categorized as white.

% of Workforce-women: This measure represents the percentage of people in the department which are women.

% of total person hours absent: This measure represents the percentage of total hours lost due to sick, AWOL, FMLA & tardy, among others. Hours lost due to vacation, personal time, and injury are not included.

Hours absent per employee: This measure represents the total number of hours absent per employee. Hours absent includes such categories as Sick, FMLA, AWOL, & tardy, among others. It does not include lost time due to vacation, personal time, or injuries.